

## **NOTICE OF ADDITIONAL PUBLIC HEARING**

D.T.E. 01-66

December 4, 2001

Investigation by the Department of Telecommunications and Energy on its own motion into the service quality of Western Massachusetts Electric Company.

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On August 24, 2001, the Department of Telecommunications and Energy ("Department") opened an investigation into the service quality of Western Massachusetts Electric Company ("WMECo" or "Company"). Specifically, the Department stated that we would focus our investigation on (1) the Company's diagnosis of operational or physical plant difficulties that could cause significant electricity outages within the Company's distribution system; and (2) the Company's procedures to issue comprehensive reports to consumers relating to significant electricity outages.

In the order opening the investigation, the Department directed WMECo to submit information pertaining to issues including the adequacy of growth forecasting, the appropriateness of communications and notification procedures, the aptness of plans to restore critical service or ease prolonged outages, and personnel availability. The Company's filing is available for public inspection, Monday thru Friday between 9:00 a.m. and 5:00 p.m. at the Department's offices, One South Station 2<sup>nd</sup> Floor, Boston, Massachusetts 02110 and at WMECo's offices, 174 Brush Hill Avenue, West Springfield, Massachusetts 01090-2010 (Contact Person, Pat Wood at 413-787-9293) and at WMECo's legal department, 260 Franklin Street, 21st Floor Boston, Massachusetts 02110 (Contact Person: Stephen Klionsky, Esq. at 617-345-4778).

The Department has conducted public hearings concerning this docket throughout WMECo's service territory and will hold an additional public hearing as follows:

Tuesday, January 15, 2002 AT 10:00 a.m.: Department of Telecommunications and Energy, One South Station, 2<sup>nd</sup> Floor, Boston, MA.

Persons interested in commenting on the filing may appear at the public hearing or submit written comments by January 30, 2002 with:

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station  
Boston, MA 02110

The Department requests that comments be submitted to the Department in electronic format using one of the following methods: 1) by e-mail attachment to [dte.efiling@state.ma.us](mailto:dte.efiling@state.ma.us), or 2) on a 3.5" floppy diskette, IBM-compatible format. The text of the e-mail or the diskette label must specify: 1) an easily identifiable case caption (Western Massachusetts Electric Company), 2) docket number (D.T.E. 01-66), 3) name of the person or company submitting the filing, and 4) a brief descriptive title of document (i.e., comments). The electronic filing should also include the name, title and phone number of a person to contact in the event of questions about the filing. Text responses should be written in either Word Perfect (naming the document with a ".wpd" suffix) or in Microsoft Word, (naming the document with a ".doc" suffix). Data or spreadsheet responses should be compatible with Microsoft Excel. Documents submitted in electronic format will be posted on the Department's Website, <http://www.magnet.state.ma.us/dpu>.

## **ORDER OF NOTICE**

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Western Massachusetts Electric Company ("WMECo") is required to give notice of the public hearing by publication once at least fourteen (14) days prior to January 15, 2002, in the Boston Globe or Boston Herald. WMECo is also required to give notice of the public hearing by publication in the Berkshire Eagle (Pittsfield), the Springfield Union News, and the Greenfield Recorder. WMECo is further ordered to serve a copy of this notice by mail to the Chairmen of the Boards of Selectmen, the Mayors, and the City Clerks in every municipality in its service territory.

WMECo is required to make return of service and publication at the time of the public hearing on January 15, 2002.

By Order of the Department,

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Mary L. Cottrell, Secretary